Boarding & Cleaning Monthly Backlog
Codes & Regulations

LouieStat

KPI Owner: Darrell Coomer | **Process: Property Maintenance**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 Monthly average: 1,066 open Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting work orders in a month. Benchmark: TBD	Data Source: Hansen Goal Source: Dept Strategic Plan Benchmark Source: N/A	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The number of work orders open at the end of each month. Why Measure: To help quantify the challenge of neighborhood blight. Next Improvement Step: Using Public Works Crews in addtion to C&R Vacant Lots Crews working overtime as needed.

How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
7,200	**4,573**	(green light)	**600**	**48**	(green light)
Work Orders	Work Orders		Work Orders	Work Orders	

Boarding & Cleaning Monthly Backlog

Good

Percentages along data line: 0% 78% 80% 78% 73% 49% 17% 31% 23% 37% 48% 34% 11% 47% 38% 42% 54% 17% 7% 38% 42% 32% 35% 20%

Legend: Data · Median · Goal · Benchmark
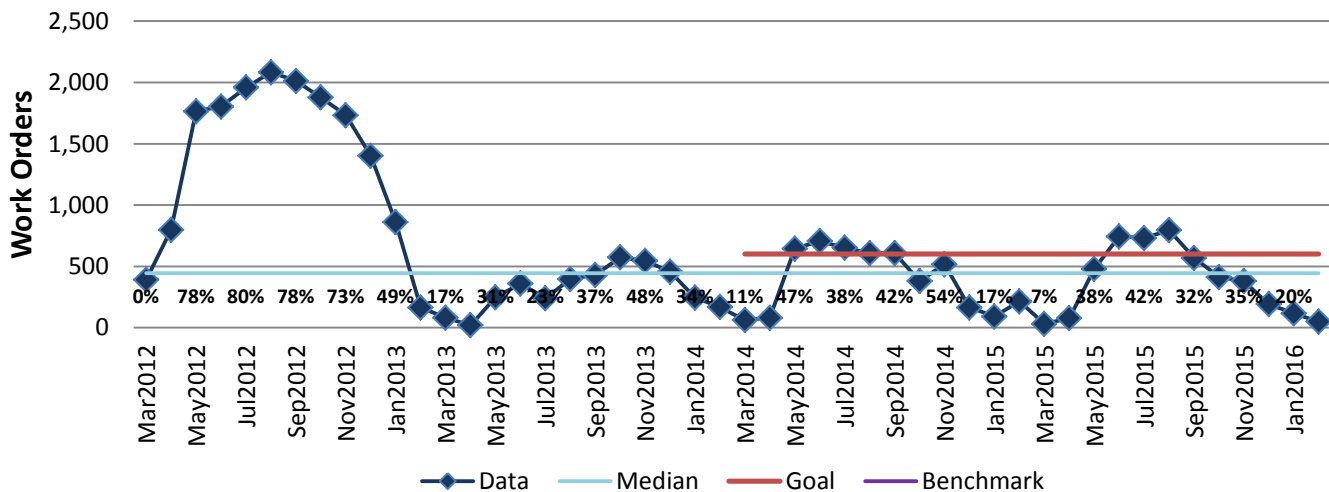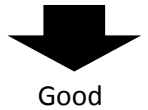
Root cause analysis is not necessary because there is no gap between the goal and current performance.